

ABSTRACT

Improved call forwarding methods and apparatus are described. Dialing of multiple call forwarding locations in parallel is supported. Distinguishing between fax and voice calls and using different forwarding numbers for each type of call is also supported. Forwarding of facsimiles by E-mail as an alternative or in addition to forwarding by phone is also supported. Call forwarding security features such as requiring an answering party to enter a PIN before being connected to the calling party are also described. The call forwarding services can be implemented in the PSTN using AIN techniques avoiding the need to purchase or upgrade customer premise equipment to receive the call forwarding service. Alternatively, the call forwarding methods may be implemented using customer premise equipment such as a PBX.

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